Agency's screening staff listens in a holistic manner for consumer needs and assesses eligibility for all needed services.

1.0 Initial Consumer Contact & Screening **

2.0 Initiation of Program Enrollment

- Consumer info. is given to mental health program coordinator for enrollment
- Consumer info. is given to home based services program coordinator for enrollment
- Consumer info. is given to out-of-home care program coordinator for enrollment

3.0 Scheduling of Assessments **

- Program coordinators talk prior to scheduling assessments to see if it is appropriate and possible to coordinate the scheduling.

4.0 Program Assessment & Intake

- Mental Health Assessment, Intake & Planning
- Home based Services Assessment, Intake & Planning
- Out-of-home care Assessment, Intake & Planning

If appropriate, consumer information is added to agency mailing list. If consumer is involved in multiple programs, staff join the planning process.

5.0 Staffing **

"Professional" staff providing services to family, meet prior to service plan development to coordinate efforts and schedule family plan confirmation meeting.

Consumer participation and service evaluations are filed for later reporting.

END

Note: * Program Consent for services are gathered at this point.

Note: ** Represents a significant change from the current way of delivering services. Detailed process description will need to be developed.
Integrated Service Delivery Model (Cont.)

Family profile includes service needs in the following areas:
- Mental Health Services
- Home based services
- Out-of-home Care Services
- Family Resource Center/Parenting Services

6.0 Confirmation of Family Service Plan **
Agency staff, with family or consumer, prioritize service plan goals. Identify a lead Agency provider who will be responsible for coordinating the service plan and developing a staffing schedule. Service plan review dates are defined.

7.0 Service delivery and Tracking
Agency staff provide services to consumer/family & tracks: consumer or family receiving services, service provided, service modality, location of service, progress notes, incident reporting, and other measurements (for outcomes goal attainment and progress.)

8.0 Review progress toward meeting service plan goals
- Revise service plan.
- If plan needs to be revised, meet with family to revise plan.
- Agency Staffing to review progress towards meeting goals

9.0 Case Closure
Formal family "case closure" happens after all services have ended. Services can end at different time and family will be "closed" out of this program or service area.

8.5 Collecting of Service Data
Program managers (coordinators) collect appropriate information from direct providers and send it to accting or to meet other reporting requirements.

9.5 Client Accounting
Accounting dept. bills for services rendered

**10.0 Reporting
Agency programs run program specific reports, Agency tracks integrated services outcomes and develops agency wide reports.

Note: ** Represents a significant change from the current way of delivering services. Detailed process description will need to be developed.